



The Gut Lab™ – Terms & Conditions

These Terms & Conditions (the “Terms”) govern your use of thegutlab.org and the associated web application and digital content (collectively, the “software”) operated by Omni Business Enterprises LLC (doing business as “The Gut Lab™,” “we,” “us,” or “our”). By purchasing, accessing, or using the software, you agree to these Terms.

1. Educational Use Only

The software provides educational content and self-guided journaling tools for informational purposes only. The software does not provide medical advice, diagnosis, prescriptions, or treatment. Purchasing or using the software does not create a clinician–patient relationship.

2. Eligibility

You must be at least 18 years old and able to form a binding contract to purchase or use the software.

3. Account Access

Access requires creating an account and signing in. You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account. Sharing access is prohibited.

4. Subscription, Billing, and Cancellation

The software is offered as a monthly subscription. Your subscription automatically renews each month unless you cancel. You may cancel at any time prior to your next billing date; access will continue through the end of the current paid billing period. We do not provide prorated refunds for partial billing periods.

4.1 Payment Method Updates

Payments are processed securely through our third-party payment processor, Stripe.

Customers are responsible for keeping their payment information up to date.

When needed, payment methods may be updated through a Stripe-hosted customer page linked from billing emails or account notifications.

Failure to maintain valid payment information may result in interrupted or suspended access.

5. Refund Policy for Web Application(7 Days; Limited Use)

Refund requests must be submitted within 7 calendar days of the initial purchase. Refunds are not available if “Substantial Access” has occurred.

Substantial Access includes any of the following (measured by account usage logs and/or the software's technical counters):

Viewing 2 or more educational modules/pages, Generating or exporting 1 or more PDF summaries, 15 minutes or more total in-app time.

5a. Refund Policy PDF

Due to the nature of downloadable digital products, all sales of one-time digital products (including PDF guides) are **final and non-refundable** once access has been granted.

If you experience technical issues accessing your purchase, please contact us at info@thegutlab.org and we will ensure access is provided.

If you believe a charge was made in error, contact us before filing a chargeback. Unresolved chargebacks may result in account suspension.

6. Data Storage and Portability

Journal entries are stored locally in your browser/device storage. We do not receive or store your journal entry content. Your entries will remain on that device/browser unless you clear your browser/site data, use private/incognito mode, or switch devices/browsers. We recommend exporting PDFs for your own backup.

We may store limited account and transaction data (e.g., email address, subscription status) to provide access. See the Privacy Policy for details.

7. Acceptable Use

You agree not to: (a) copy, scrape, or redistribute content; (b) reverse engineer the software; (c) share logins; (d) use the software in a manner that violates law; (e) upload malicious code or attempt unauthorized access.

8. Intellectual Property

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9. Disclaimers

THE SOFTWARE IS PROVIDED “AS IS” AND “AS AVAILABLE.” WE DISCLAIM ALL WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

10. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE GUT LAB™ WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. OUR TOTAL LIABILITY FOR ANY CLAIM RELATING TO THE SOFTWARE WILL NOT EXCEED THE AMOUNT YOU PAID TO US IN THE THREE (3) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

11. Termination

We may suspend or terminate access for violations of these Terms or suspected fraud/abuse. You may terminate by canceling your subscription.

12. Governing Law

These Terms are governed by the laws of the State of New York, without regard to conflict-of-law principles.

13. Digital Products (One-Time Purchases)

We may offer non-subscription digital products, including downloadable educational materials (e.g., PDF guides). These products are sold as one-time purchases and are delivered electronically.

Upon successful payment, you will receive access to download the purchased content.

All digital product content is provided for educational purposes only and does not constitute medical advice, diagnosis, or treatment.

Access to digital products is for personal, non-commercial use only and may not be reproduced, distributed, or shared without permission.

13. Contact

Support and billing inquiries: info@thegutlab.org